

ManyPets®

Making Work, Work (UK)





What's inside?

We would describe ourselves as a remote-hybrid company. The majority of our people work remotely most of the time, and some from our workspaces for a couple of days a week depending on their role and seniority.

Some roles will require more time in an office than others (for example, if you partner with stakeholders, external contacts, or are working on certain projects). You and your team need to spend more time together in certain situations too (e.g., team days or training). We ask that you put the needs of the business first and work with your manager to ensure that you know when you will need to be in the office.

If you prefer to be in the office full time, that's cool too. You can mix it up, try something new – or consider adding a short break to work overseas. This policy explains our ways of working and what we can offer – plus what we expect from you in return. If you're interested in working overseas, please read our Working Overseas Policy on bob.

Getting together

Every time we ask you to travel, we'll agree on a clear purpose for the meeting and make sure everyone knows what's expected. Please refer to our Expenses Policy if you have any questions on what's covered or expensed by us.

Company meet ups

We'll set up an "all-company-in-country" get together at least once a year. We usually hold these meetings in April and they are organised and budgeted centrally by the People team. We may ask for volunteers who can help us plan, organise, and manage the event too. We'll ensure any venue we choose is accessible and let you know if there are any considerations you need to be aware of.

These meetings are an opportunity to hear more about our direction of travel and to celebrate the work we've delivered. It's also a chance to meet up with colleagues, catch up with people you've not seen for a while, and have some fun. Your department leader may combine these meetings as a way for you to meet up with your team while we're all together at the same time.

There may be times when our company meet ups are not possible to do in person. (We all remember the covid years, right?) If we can't meet up in person, we'll aim to create something collaborative that involves everyone – it might just take another format. If this happens, we'll let you know.

Additional information on travel and accommodation (plus the agenda) will be shared with you in advance by the People team.

Team meet ups

You'll meet up with your team at least four times a year however, this may be more regularly for some teams. Some teams may opt to set these meetings up to coincide with the company meeting, so it's easier to organise.

Team meetings are for doing things that are easier in person: mapping out projects, hackathons, strategic planning, and setting team goals. Your manager will set out clear outcomes before you meet, so everyone knows what we're working towards. Additional information on what's covered by expenses for these meetings can be found in our Expenses Policy.

Everything and anything else!

There are a few other reasons we may ask you to meet up in person:

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- ✓ Talking through something with your manager or a colleague that's better together;
- ✓ There's a customer issue which is easier to deal with in the office or somewhere else;
- ✓ You're working on team tasks or projects that you can't do from home;
- ✓ You're having training and learning sessions; or
- ✓ You don't have the right environment at home or access to the right systems or channels.

Meeting etti-cat

Whenever you're meeting up (and in whatever format) the experience you have is important to us. We should all make considerations to make our meetings as inclusive and productive as possible. To get some handy tips and best practise, please take a look at our Organising and Planning Meetings Guidelines.

Can I work from anywhere in the world?

We've identified three different types of overseas working requests which we are able to offer:

- **Short term arrangements for working overseas** up to 20 working days per calendar year;
- **Exceptional circumstances involving a temporary relocation** for more than 20 days and less than 180 days per calendar year;
- **Permanent overseas relocation** which would require you to be employed by a third-party, Employer of Record.

If you've read our Working Overseas Policy, you'll know that working overseas for any length of time isn't as straightforward as it might seem. Requests to work outside of the UK are complex. When we get a request, we'll look at all the considerations before we come to a decision: income and corporation tax, social security, benefits, immigration and right to work status, health and safety, and data privacy for our customers. Depending on the length of time you want to work abroad, there are different checks, governance, and rules in place to protect yourself and ManyPets.

That being said, we understand that our people may need the freedom of working from other countries from time to time. Our Working Overseas Policy will help you if you want to know the process or if you want to make a request to work overseas. Please note that the guidelines in the policy outline our approach for anyone who's primary office is currently in the UK only. You'll also need to have passed your probationary period to be eligible to apply - and you can't work overseas during your notice period.

What about home working equipment?

We have a separate policy which explains it all. Please review our Home Working Equipment Policy for the latest information.

A final (serious) note

A breach or misuse of this policy could result in disciplinary action. You are contractually obliged to comply with our company policies however the terms of each policy do not form part of your contract of employment. We'll look at this policy regularly to see if it needs updating, especially if the laws change and they may be amended by us at any time. If you have any questions, comments, or feedback, please contact the People team via People@ManyPets.com



Further reading and related policies

All the policies related to this document can be accessed through in Bob under the "Company Documents" section. We'd encourage you to familiarise yourself with them and let us know if you have any questions.

Change control

Name of policy	Making Work, Work Policy (UK)
Version Number	3.O
Effective date	June 2024
Next review due	May 2025
Notable changes from previous policy	Refreshed tone of voice Amendment to all-company meeting cadence References to new and affiliated policies
Related Policies	Working Overseas Policy (UK) Planning and Organising Meetings Guidelines Expenses Policy Home Working Equipment Policy
Policy owner	Chief People Officer